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Cgc

EXPRESS MAIL NO. EV330612058US  
Attorney Docket No. P5685  
Client/Matter No. 80168.0232

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

George Hines

Patent No. 6,859,893 B2

Issue Date: February 22, 2005

For: SERVICE GURU SYSTEM AND METHOD FOR AUTOMATED  
PROACTIVE AND REACTIVE COMPUTER SYSTEM ANALYSIS

Certificate  
MAR 22 2005  
of Correction

CERTIFICATE OF MAILING BY EXPRESS MAIL

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Sir:

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relating to the above application, were deposited as "Express Mail", Mailing Label No. EV330612058US with the United States Postal Service, addressed to Certificate of Corrections Branch, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on 16 March 2005.

16 March 2005  
Date

15 March 2005  
Date

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William J. Kubida, Reg. No. 29,664  
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MAR 23 2005



Attorney Docket No.: P5685  
Client/Matter No: 80168.0232  
Express Mail No. EV330612058US

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

Name of Patentee:

George Hines

Patent No.: 6,859,893 B2

Issued: February 22, 2005

Title: SERVICE GURU SYSTEM AND METHOD FOR AUTOMATED  
PROACTIVE AND REACTIVE COMPUTER SYSTEM  
ANALYSIS

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P.O. Box 1450  
Alexandria, VA 22313-1450

**REQUEST FOR CERTIFICATE OF CORRECTION OF PATENT FOR  
PTO Mistake (37 C.F.R. 1.322(a))**

DEAR SIR:

An error appears in this patent. The error is a formatting mistake by the PTO. The error occurred in good faith. Correction thereof does not involve such changes in the patent as would constitute new matter or would require reexamination.

Attached hereto in duplicate is form PTO-1050, with at least one copy being suitable for printing.

MAR 23 2005

Please send the certificate to:

William J. Kubida  
Hogan & Hartson LLP  
One Tabor Center  
1200 17th Street, Suite 1500  
Denver, CO 80202

Although no fee is believed due, any fee deficiency associated with this transmittal may be charged to Deposit Account 50-1123.

Respectfully submitted,

Date: 15 March 2005

BY: 

William J. Kubida, Reg. No. 29,664  
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## UNITED STATES PATENT AND TRADEMARK OFFICE CERTIFICATE OF CORRECTION

PATENT NO: 6,859,893 *B2*

DATED: February 22, 2005

INVENTOR(S): George Hines

It is certified that error appears in the above-identified patent and that said Letters Patent is hereby corrected as shown below:

Column 16, line 33, "catch" should be --patch--

Mailing Address of Sender:  
William J. Kubida  
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PATENT NO: 6,859,893  
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PTO/SB/44 (04-04)

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(Also Form PTO-1050)

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